



College of Central Florida
Enterprise Center, Building 42
3003 SW College Rd, Suite 206
Ocala, FL 34474

CAREER CENTER COMMITTEE AGENDA

Thursday, February 18, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/89950782297>
Phone No: 1-646-558-8656 (EST) **Meeting ID:** 89950782297#

Call to Order	C. Harris
Roll Call	C. Schnettler
Approval of Minutes, November 19, 2020	Pages 2 - 5 C. Harris

DISCUSSION ITEMS

State Update	R. Skinner
Workforce Issues that are Important to Our Community	R. Skinner

PUBLIC COMMENT

ACTION ITEMS

Area Targeted Occupation List Update – Life Line Institute	Page 6 C. LeCouris
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PROJECT UPDATES

Career Center Operations		D. French
Talent Center Traffic	Page 7	C. Weaver
Event Report	Page 8	C. Weaver
Metrix Online Learning	Page 9	C. Weaver
Net Promoter	Pages 10 -12	S. Litzinger
Apprenticeships	Page 13	C. Weaver
In-Person Customer Data	Page 14	L. Trowbridge
YouthBuild	Page 15	C. Weaver

MATTERS FROM THE FLOOR

ADJOURNMENT

2020 – 2021 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom.						
Tuesday, 9:00 am	Thursday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/11/2020	8/13/2020	8/20/2020	8/26/2020	9/2/2020	9/9/2020	Zoom
11/3/2020	11/5/2020	11/19/2020	11/18/2020	12/2/2020	12/9/2020	Zoom
2/9/2021	2/11/2021	2/18/2021	2/24/2021	3/3/2021	3/24/2021	CF Ocala
5/11/2021	5/13/2021	5/20/2021	5/26/2021	6/2/2021	6/9/2021	CF Ocala

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



CAREERSOURCE CITRUS LEVY MARION
Career Center Committee

MINUTES

DATE: November 19, 2020
PLACE: Teleconference Only
TIME: 9:30 a.m.

MEMBERS PRESENT

Carol Jones
Charles Harris
Lanny Mathis
Jorge Martinez

MEMBERS ABSENT

David Benthusen
Judy Houlios

OTHER ATTENDEES

Dale French, CSCLM
Cory Weaver, CSCLM
Cindy LeCouris, CSCLM

Larry Trowbridge, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:37 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Carol Jones made a motion to approve the minutes from the August 20, 2020 meeting. Jorge Martinez seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update

Dale French updated the committee on the acquirement of RA claimant information through the Data Sharing Agreement with DEO. CLM has secured approximately 42,000 records of individuals that have been entered into the unemployment system. A variety of outreach methods will be utilized to notify the participants that the current work registration and job search waivers are set to expire December 5. Participants will be required to submit five job applications weekly. Charles Harris inquired if candidates

are earnestly applying for positions or are they only applying to meet the requirement and is there a way to track qualified referrals. Dale French stated, in the past the weekly five job search requirement has been cumbersome for employers as they received numerous unqualified candidates applying for positions just to meet the requirement. We have not tracked this ratio in the past, but reports can be pulled from Employ Florida identifying the number of job order referrals to the number of placements.

Workforce Issues that are Important to Our Community

Charles Harris asked if employers have been providing any feedback regarding COVID-19 impact on their businesses and future hiring. Dale French stated that there have not been trends showing a decline in hiring and that the local job market is strong.

COVID – DW Grant

Cory Weaver updated the committee on the statewide grant that was received to employ dislocated workers who are currently unemployed due to COVID-19 with non-profit organizations who are conducting humanitarian works directly related to the COVID-19 recovery. Ten host agencies are in the program. Up to forty workers can participate in the program. There are currently seven active workers in the program. Of those seven, four have been hired by the host agency. We will continue to recruit for this grant. The grant expires June 2022.

One Stop Operator – Vision of Responsibilities

Dale French reviewed the roles of a service provider versus the role of the one stop operator and discussed how the current definition and responsibilities of the one stop operator were decided on during WIOA implementation in 2016. He stated that TPMA was contracted in 2016 as the One Stop Operator. They have acted on a consultant level providing review and guidance on process and policy, regularly monitors customer service flows and efficiencies, and coordinates services provided through career centers. Dale French requested feedback from the committee on the current structure. With no feedback from the committee, Committee Chair Charles Harris stated that current model seems to be working efficiently and should continue with the same level of services.

PUBLIC COMMENT

None

ACTION ITEMS

One Stop Operator RFP

Cindy LeCouris explained to the committee that the RFP (request for proposals) needs to be changed to an ITN (Invitation to Negotiate). Lanny Mathis approved the request for One Stop Operator services and change the request from an RFP to an ITN. Jorge Martinez seconded the motion. Motion carried.

Youth Service Provider ITN

Jorge Martinez made a motion to approve the Youth Service Provider ITN. Lanny

Mathis seconded the motion. Motion carried.

WE/Internship Payroll Services RFQ

Lanny Mathis made a motion to approve the WE/Internship Payroll Services RFQ. Jorge Martinez seconded the motion. Motion carried.

PROJECT UPDATES

Career Center Operations

Dale French updated the committee regarding center operations. The centers continue to have hours from 9 am – 4 pm, with one hour before and after where staff sanitize the offices. All centers have transitioned to in-person appointments and walk-ins. Center staff have been broken into rotating teams as to not disrupt services if there is a COVID-19 exposure. Centers have PPE supplies and an ionization sanitizer. Charles Harris expressed appreciation for the efforts to keep staff and customers healthy.

Talent Center

Dale French reviewed the quarterly Talent Center report noting the fluctuations in traffic prior to and through the pandemic. The Talent Center has re-opened for walk-in traffic also. Placements are increasing as businesses reopen.

Event Report

Dale French highlighted items from the Event Report, noting hiring events for the Dollar Tree Distribution Center and Amazon.

Metrix Online Learning

Cory Weaver provided participant activity for the region, distinguishing those individuals who utilized the platforms at CF and those who utilized the platform elsewhere. The platform was initially rolled out in Levy County and will now be offered in Citrus and Marion counties. Locations with computers and internet access are being explored. The Citrus County library system is a potential partner. She also highlighted the most popular pathways and courses.

Apprenticeships

Cory Weaver provided status updates on the five apprenticeship programs. As noted on the report three of those programs are delayed due to COVID-19. The other 2 programs are active. Of the eleven enrollees in the two active programs, two referrals have been hired.

Net Promoter

Steven Litzinger explained that surveying customers was suspended for March, April, May, and June due to the pandemic. Since re-opening by appointment in July transactional responses are being tracked and relationship surveys will be sent in January. Through the challenges of the pandemic, staff provided positive professional experiences for the customers, which are reflected in the Net Promoter scores and survey comments. A full list of comments from the 137 surveys is available upon request.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:41 a.m.

APPROVED:



RECORD OF ACTION/APPROVAL

Career Center Committee
Thursday, February 18, 2021

TOPIC/ISSUE:

Training Provider request for Life-Line Institute

BACKGROUND:

Life-Line Institute has submitted an application for initial provider eligibility for four programs they wish to add to our Area Targeted Occupation List (ATOL). The programs include:

- Clinical Medical Assistant
- Phlebotomist
- Home Health Aide
- Patient Care Tech

POINTS OF CONSIDERATION:

Pursuant to local policy *OPS-28 Area Targeted Occupation List and Training Provider Selection* the approval of providers and programs will be based on several sets of criteria – primarily: All programs must operate a minimum of 12 months, must maintain acceptable performance thresholds for outcomes based on enrollments, completions and employment after training and must meet reporting requirements to the Florida Educational and Training Placement Information Program (FETPIP). This provider is licensed with the State of Florida, and reports performance data to FETPIP, and all four programs have a Placement Rate of 93.75% and a Retention Rate of 100%. The Clinical Medical Assistant, Phlebotomist, Home Health Aide and Patient Care Tech programs meet the minimum performance requirements as outlined in local policy OPS-28.

STAFF RECOMMENDATIONS:

- Approve acceptance of Life-Line Institute as a training provider for Clinical Medical Assistant, Phlebotomist, Home Health Aide and Patient Care Tech.

COMMITTEE ACTION:

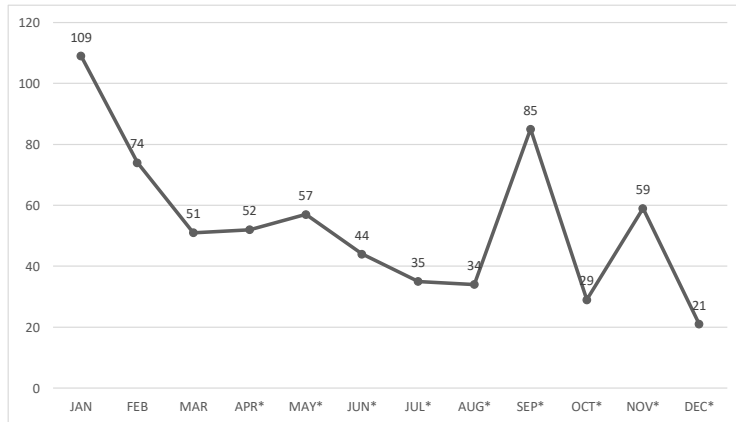
BOARD ACTION:

TRAFFIC COUNT

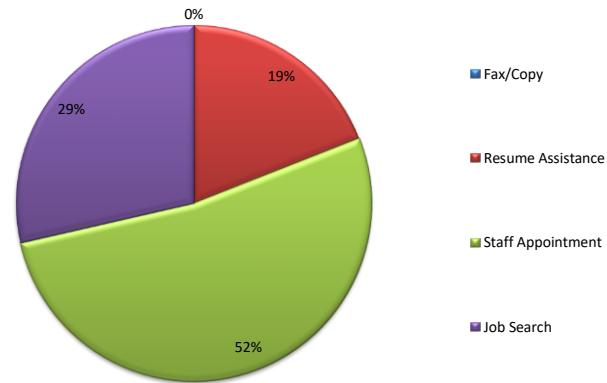
							2020 / 2021						YTD
	JAN	FEB	MAR	APR*	MAY*	JUN*	JUL*	AUG*	SEP*	OCT*	NOV*	DEC*	
REFERRALS	16	13	27	14	15	23	14	23	19	16	16	13	209
PLACEMENTS	5	4	10	7	4	6	1	9	10	5	4	2	67
INTERNSHIPS	1	0	3	0	1	1	0	0	1	1	0	0	8
OJT/WEX/CBT	1	0	1	0	0	0	0	0	1	0	0	0	3
TRAFFIC	109	74	51	52	57	44	35	34	85	29	59	21	650

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



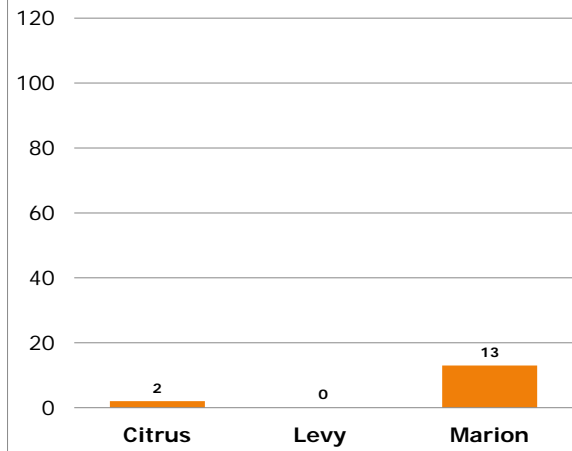
PY 20 - 21 Individual Events

Total Events: 15
Attendees: 336
Reported Hires: 245

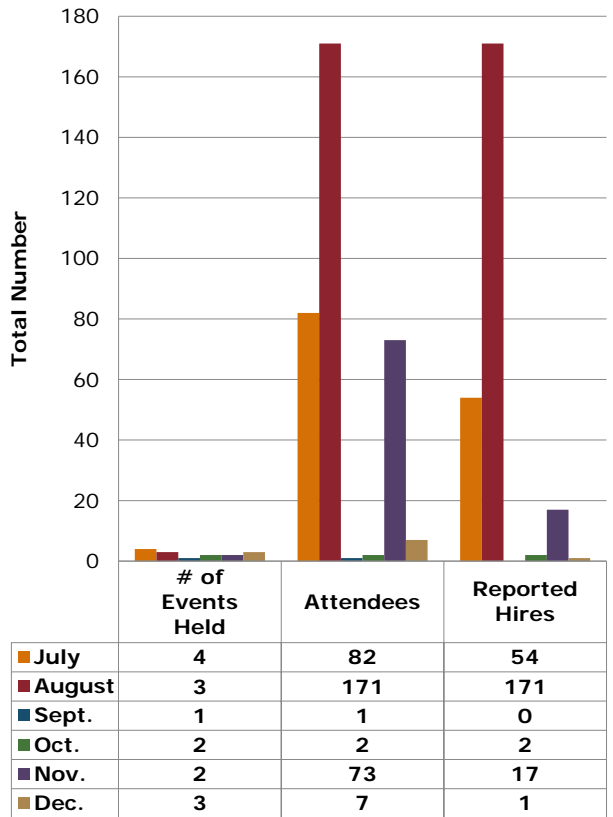
PY 20 - 21 Job Fairs & Expos

Attendees: 1,545
Businesses: 63

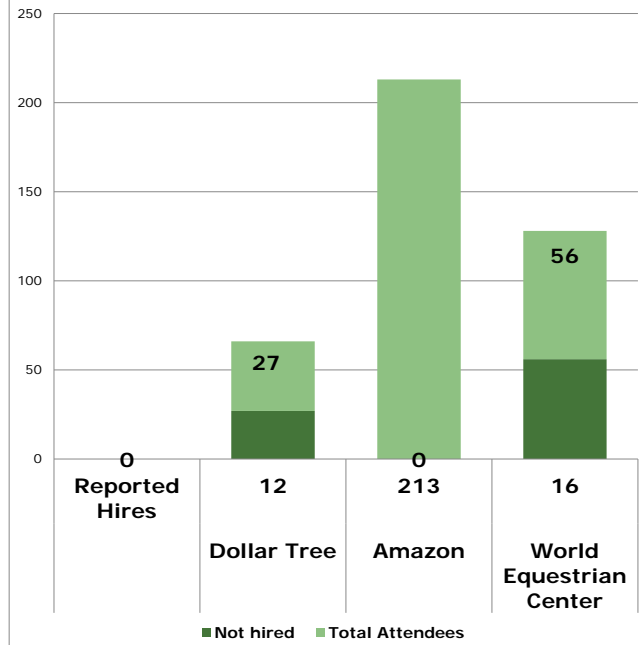
Hiring Events by County PY20-21



Individual Hiring Events



Events by Employer



Other Recruitment Events 07/2020 - 12/2020

Event Date	Event Name	Target Audience	Event Location	County
7/21/2020	Home Instead Senior Care	Caregivers	Virtual	Marion
9/23/2020	Dial America	Customer Service	Virtual	Marion
10/1/2020	Home Instead Senior Care	Caregivers	14th Street	Marion
10/20/2020	TKC Holdings	Food Service	Virtual	Marion
11/4/2020	Family Life Care	Caregivers/CNAs	Family Life Care	Citrus
12/9/2020	The Centers	Healthcare	14th Street	Marion
12/15/2020	Rose of Sharon of Central Florida	Caregivers	14th Street	Marion/Citrus
12/18/2020	Rose of Sharon of Central Florida	Caregivers	Lecanto Office	Marion/Citrus

SKILL UP USERS

LOCATION	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Total
Citrus	15	4	1	6	2	24	52
Citrus - CF	3	3	2	3	2	8	21
Levy	4	1	1	2	2	6	16
Levy - CF	4		1	1	0	5	11
Marion	39	11	9	7	7	36	109
Marion - CF	9	3	2	11	5	44	74
TOTAL	74	22	16	30	18	123	283

Popular Pathways

1. Business (Administrative/Management)
2. Healthcare
3. Information Technology
4. Government/Public Sector
5. Transportation/Logistics

Popular Courses

1. Microsoft Excel
2. CompTIA
3. Business Analysis
4. Human Resources Development
5. Leadership
6. ITIL® - IT Service Management
7. Microsoft Outlook
8. Time Management
9. Administrative Support
10. HIPAA - Privacy Rule for Covered Entities

NET PROMOTER

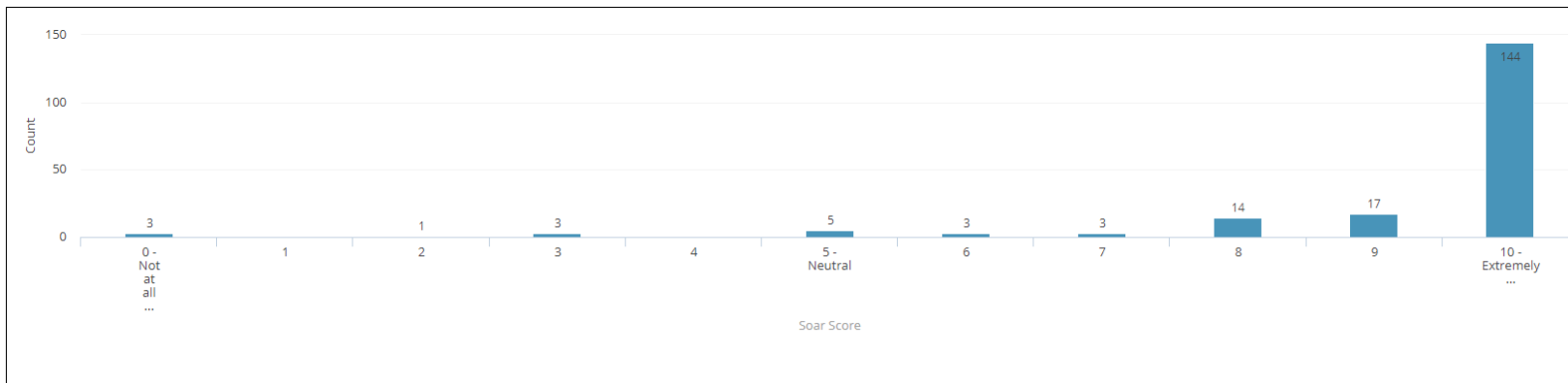
Transactional Net Promoter Cumulative Report Program Year 20 - 21

Candidate Report	Region 10 Net Promoter Score (July 2020 to Jan 2021)
Net Promoter Score—Area/Region	▶ 75

Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

	NPS	Distribution	Detractors	Passives	Promoters
193	75		8	9	83

Transactional Net Promoter Score Distribution By Rating



15 – 0's to 6's

17 – 7's and 8's

161 – 9's and 10's

Transactional Net Promoter Score By Office

City	NPS	Distribution	Detractors	Passives	Promoters
Chiefland	62		15	8	77
Lecanto	85		3	9	88
Ocala	72		10	9	82





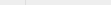
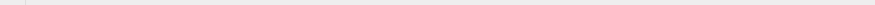

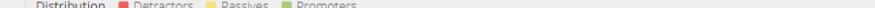

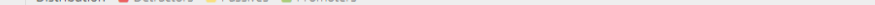
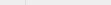
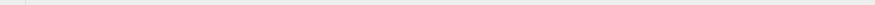
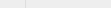
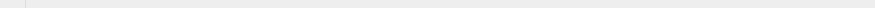




Transactional Net Promoter Word Cloud

helpful staff job friendly great knowledgeable people time get service always career professional questions everyone helped received excellent good helping nice one way went work assistance every kind search source system careersource employment letterman needed resume well wonderful also attention beyond can computer know knowledge never person really services unemployment able answers center deborah employees extremely feel go information just like lot many much need needs patient personnel process see thank took will willing 10 advice anyone appointment best case come compassionate counselor county covid customer everything experience first followed give given informative jobs lady ms pandemic quick rating rude








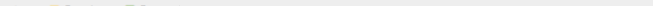

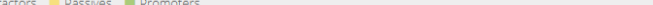

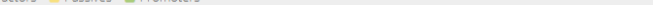

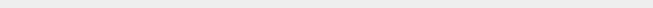

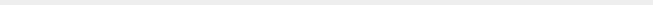
NET PROMOTER

Transactional Net Promoter Cumulative Report Program Year 20 - 21


Transactional Net Promoter Score By **Trigger Event** (Service)

Trigger Event		NPS		Distribution	 Detractors	 Passives	 Promoters
Career Success Services	56	77					
Resource Room Services	122	73					
Veteran SBE Services	3	100					
WIOA Services	4	100					
WIOA Training Completion	5	80					
WIOA Training Enrollment	1	100					
Youth Case Closure	2	100					






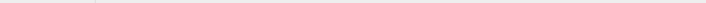

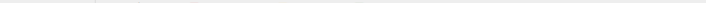
Transactional Net Promoter Score By **Age**

Age Group		NPS		Distribution   		
B (17 TO 24)	14	86				
C (25 TO 34)	13	69				
D (35 TO 44)	24	54				
E (45 TO 54)	41	71				
F (55 TO 64)	61	77				
G (65+)	40	90				

Transactional Net Promoter Score By **Veteran Status**

Veteran		NPS		Distribution	Detractors	Passives	Promoters
N	159	75	<div></div>	8	9	83	
Y	34	79	<div></div>	6	9	85	

Transactional Net Promoter Score By **Sex**

Gender		NPS		Distribution	 Detractors	 Passives	 Promoters
Female	109	75			8	9	83
Male	84	78			7	8	85

Executive Summary

- Of 193 survey responses received since we reimplemented the survey in July 15 customers were detractors.
- Of the 15 detractors.
 - 6 respondents declined to be contacted for closed loop follow-up – issue discussed with staff involved.
 - 2 respondents did not return phone messages seeking more information
 - 2 were somewhat unhappy with the level of knowledge demonstrated by a staff member. Closed loop follow-up mitigated the issue and confirmed our staff member was not at fault
 - 2 were unhappy with the Employ Florida revision
 - 11 were unhappy with Florida Connect – Reemployment services.
 - 1 was unhappy about a Security Guard enforcing our pandemic rules

NET PROMOTER

Business Net Promoter Cumulative Report Program Year 20 - 21

Business Report	Region 10 Business Net Promoter Score
Net Promoter Score—Area/Region	▶ 78

Some Context on the Score: This score is based on a survey taken approximately 6 months after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).




**STEP 1
COUNT**

For each score, enter the total number of responses.

Score	# Responses
0	<input type="text" value="0"/>
1	<input type="text" value="0"/>
2	<input type="text" value="0"/>
3	<input type="text" value="0"/>
4	<input type="text" value="1"/>
5	<input type="text" value="1"/>
6	<input type="text" value="2"/>
7	<input type="text" value="0"/>
8	<input type="text" value="2"/>
9	<input type="text" value="1"/>
10	<input type="text" value="39"/>

**STEP 2
GROUP**

Sum the responses for promoter, passive and detractor groups.

	<input type="text" value="4"/>	9%
	<input type="text" value="2"/>	4%
	<input type="text" value="40"/>	87%

**STEP 3
CALCULATE**

NPS is the percentage of promoters less percentage of detractors.

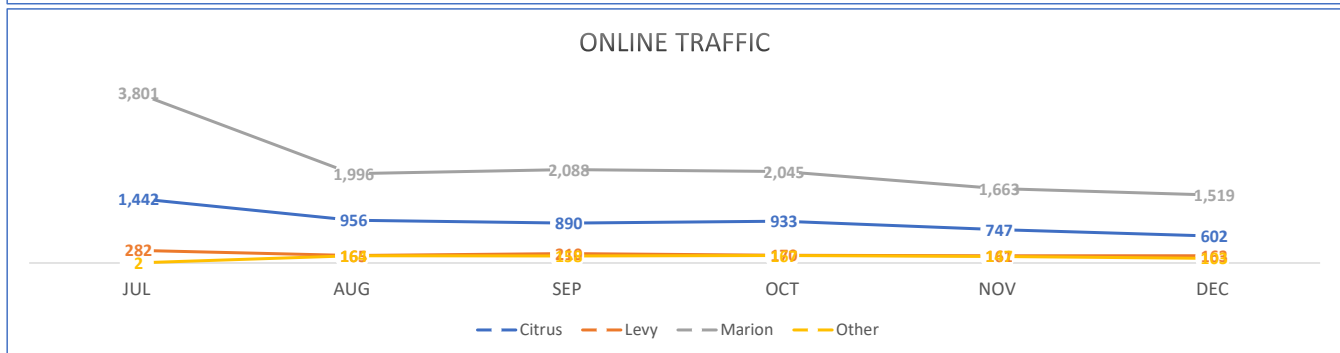
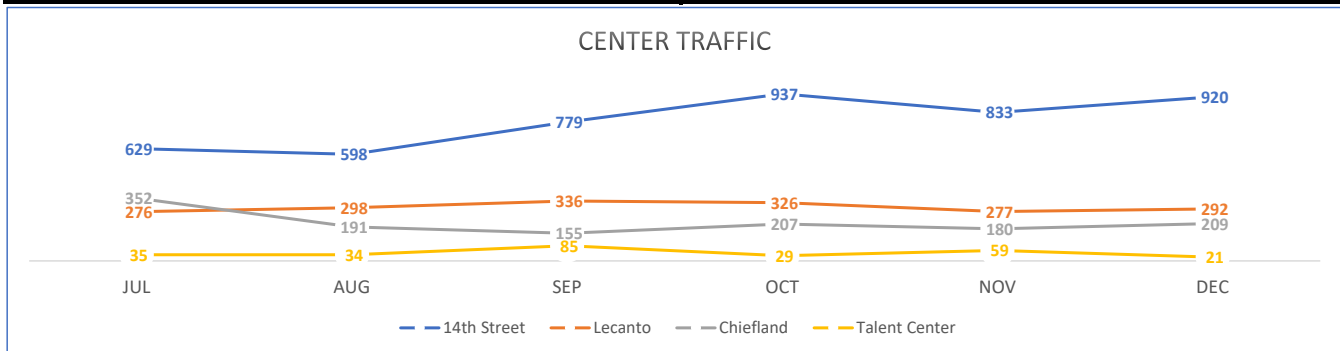
YOUR NPS SCORE

78

APPRENTICESHIP UPDATE				
Apprenticeship Occupation	Training Provider	Start Date	# Enrolled	Comments
Masonry	Marion Technical College	Fall 2019	9	
Electronic Assembler	Lockheed Martin	Spring 2020	2	National Apprenticeship - 2 of our referrals have been hired at this point
Construction Carpentry	Marion Technical College	2/22/201	n/a	Delayed due to COVID-19, recruiting now
Hospitality	College of Central Florida/AHLEI	TBD	n/a	Delayed due to COVID-19 - 2 Tracts, Traditional and Equine

Center Traffic

Traffic		PY 19-20	PY2020 2021						
			JUL	AUG	SEP	OCT	NOV	DEC	YTD
Center Traffic	14th Street	15,245	629	598	779	937	833	920	4,696
	Lecanto	4,255	276	298	336	326	277	292	1,805
	Chiefland	3,132	352	191	155	207	180	209	1,294
	*Talent Center	846	35	34	85	29	59	21	263
	MCC 1	426	-	-	-	-	-	-	0
	MCC 2	151	-	-	-	-	-	-	0
	Total	24,055	1,292	1,121	1,355	1,499	1,349	1,442	8,058
Online Traffic	Citrus	17,190	1,442	956	890	945	747	602	5,582
	Levy	3,999	282	165	210	172	161	163	1,153
	Marion	40,990	3,801	1,996	2,088	2,092	1,663	1,519	13,159
	Other	3,337	2	164	158	169	147	103	743
	Total	65,516	5,527	3,281	3,346	3,378	2,718	2,387	20,637



Center Closures:

Lecanto 7/16/20-7/31/20
Chiefland 8/26/20-9/9/20

*Talent Center was fully virtual until NOV 2020

YouthBuild Performance Update

2020-2022

YB Cohort 1: (July 1, 2020 – December 31, 2020)

Enrolled: 11

Completed: 8

Receiving HS Diploma: 8

Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-7, AHLEI Restaurant Server-8, AHLEI Guestroom Attendant-8, AHLEI Maintenance Employee-8, Forklift-9, Safe Staff-9, OSHA-9, Warehouse- 8

Exited with Employment: Pending

Exited with Education: Pending

Exited as Outcome: None

YB Cohort 2: 2/8/2021 (pending start)

Enrolled: **Will know by 2/5/2021**

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 3: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 4: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education: